

Evaluating Compliance Assistance, Reporting Outcomes

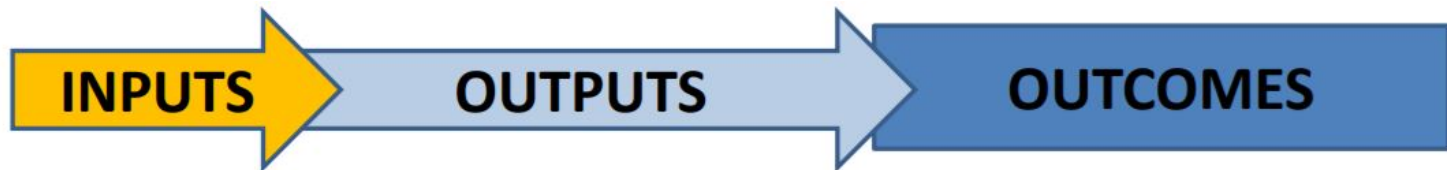
Nancy Larson – KS and NSBEAP



**SMALL BUSINESS
ENVIRONMENTAL
ASSISTANCE
PROGRAM**


Serving Small Businesses and the Environment

Outcome vs. Output



| What is invested | Project Activities | Project Participants | Short Term | Long Term |
|--|--|--|---|---|
| <ul style="list-style-type: none"> •Staff •Money •Time •Volunteers •Partners •Equipment •Materials... | <i>(What we do)</i> <ul style="list-style-type: none"> •Technical Assistance •Fieldwork •Studies •Workshops •Conferences •Trainings •Public outreach •Media outreach | <i>(Whom we reach)</i> <ul style="list-style-type: none"> •Industry •Scientists •Citizens •Private Sector •Agencies •Planners •Students •Regulated Community •Local Governments | <ul style="list-style-type: none"> •Policies •Industry Action •Habitat Restoration •BMP Implementation •Knowledge Gained •Behavior Change | <ul style="list-style-type: none"> •Recovery of Ecological Services •Meeting Water Quality Standards •Species Recovery •Urban Creek Restoration |

Site visit pre-assessment



KANSAS
SBEAP
Small Business Environmental Assistance Program

2323 Anderson Ave, Suite 300 • Manhattan, Kansas 66502
800-578-8898

Initial Information Survey – Environmental Assessment

Contact person: _____

Company name: _____

Address: _____

Email address: _____ Phone: _____

SIC/NAICS: _____ No. of employees: _____

Products/services: _____

How did you hear about us? _____

What environmental requirements or permits does your facility have? Mark those that apply.

- **Air permit:** _____ Class I _____ Class II _____ Area Source _____ Construction _____ Don't know
- **Hazardous waste generator:** _____ CESQG _____ KSQG _____ SQG _____ LQG _____ Don't know
- **Water:** _____ SIU _____ NPDES permit _____ Storm Water discharge NOI _____ Don't know
- **Storage tanks:** _____ Aboveground _____ Underground _____ Don't know
- **Right-to-know reporting:** _____ TRI (Form R) _____ Tier II _____ RMP _____ Don't know
- **SPCC plan:** _____ Yes _____ No _____ Don't know

Please provide a brief description of your operations.



Pre-assessment page 2



Environmental Issues

Please list four environmental issues of most concern to your business:

- 1. _____
- 2. _____
- 3. _____
- 4. _____

Does your facility have a pollution prevention program in place? Yes No

If yes, who is responsible for this program? _____

Has your facility had an internal audit or been inspected by KDHE or EPA? Yes No



Customer service is important to our agency. After we visit your site and submit a report, would you be willing to participate in a short survey of our services? Yes No



Would you like to receive the SBEAP e-tips? It is a short newsletter that features environmental compliance tips and free trainings. Yes No

Please have copies of material safety data sheets (MSDSs), hazardous waste manifests, test results, and other related information available at the time of the assessment.

The undersigned, on behalf of the Company listed below, requests technical assistance from the Pollution Prevention Institute (PPI) of Kansas State University. It is understood that such assistance will be provided free of charge, and that there is no obligation to reimburse PPI or its staff for providing such assistance.

Upon request, the PPI staff will be provided operating data and other such information as may be reasonably requested during the period of service. The data will be considered confidential to the extent permitted by law and will be treated as such.

In consideration of this assistance, provided without cost, the undersigned organization releases Kansas State University, the State of Kansas, and their agents and employees, from any and all liability for personal injury or property damage, including liability based on negligence, arising out of the performance of this agreement. In addition, the undersigned organization agrees to indemnify, defend, and hold harmless the State of Kansas, Kansas State University, and their agents and employees from and against any and all actions or causes of action claims, demands, liabilities, loss, damage, injury, cost, or expense of whatever kind or nature for injuries to or the death of any person or persons, or damage to or loss of property alleged or claimed to have been caused by or to have arisen out of or in connection with the performance of this agreement.



Signature: _____ Date: _____
(Company representative)

Site visit evaluation

KSU Pollution Prevention Institute and Small Business Environmental Assistance

**Fax: 316-722-1432
Phone: 800-578-8898**

On-Site Assistance Evaluation (please e-mail, fax, or set appointment to fill out via phone)

Business name: _____
 Assessment date: _____ Survey date: _____
 Specialist: Nancy Larson Surveyed via: In person Phone Mail Fax Email

1. Did you originally contact the Pollution Prevention Institute for help with a **compliance-related** or **pollution prevention** question?
2. Were these compliance concerns resolved as a result of PPI assistance? Yes No N/A
3. Were the pollution prevention questions answered as a result of PPI assistance? Yes No N/A
4. How would you rate the overall assistance?

| | | |
|--|------|------|
| Excellent | Good | Poor |
| _____ 10 _____ 9 _____ 8 _____ 7 _____ 6 _____ 5 _____ 4 _____ 3 _____ 2 _____ 1 | | |
5. Was the report or e-mail, in combination with information provided during the site visit, enough to implement the recommendations?
 Yes No
6. What dollar value estimate would you put on these services, phone consultation, site visit, and report?

7. Would you recommend our services to another company? Yes No
8. Are there other suggestions for improvement of our services or comments you would like to make?

9. Would you like to receive SBEAP e-tips? This is an e-mail newsletter that is published periodically alerting clients about training opportunities or new regulations.
 Yes No Email address: _____



Site visit evaluation

Please indicate, by circling the appropriate letter, whether you have implemented or plan to implement the following written report recommendations. Estimate any savings related to the changes you made as a result of the recommendation or related to your overall efforts to improve environmental compliance or source reduction. If you have not and do not plan to implement the suggestion, please tell us why.

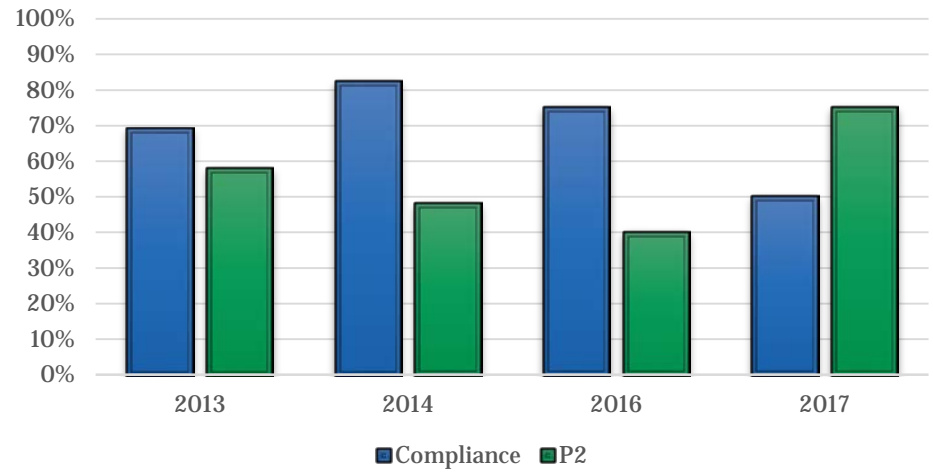
| Recommendation | Did you implement the recommendation? Y = Yes N = No P = Planned | If changes were made, please estimate... | | If not implementing, please indicate why... For example... A) Not technically feasible B) Not financially feasible C) Would slow production D) Would hurt quality E) Need more help F) Other (please explain) |
|---------------------------|---|--|---|--|
| | | Savings (\$) | Type and amount of waste/raw material reduced | |
| File initial notification | Y N P | | | A B C D E F (please explain) |
| | Y N P | | | A B C D E F (please explain) |
| | Y N P | | | A B C D E F (please explain) |
| | Y N P | | | A B C D E F (please explain) |
| | Y N P | | | A B C D E F (please explain) |
| | Y N P | | | A B C D E F (please explain) |

| | | |
|----------------------------|---|--|
| <i>For office use only</i> | Total number compliance changes/recommendations | Total number of P2 changes/recommendations |
|----------------------------|---|--|

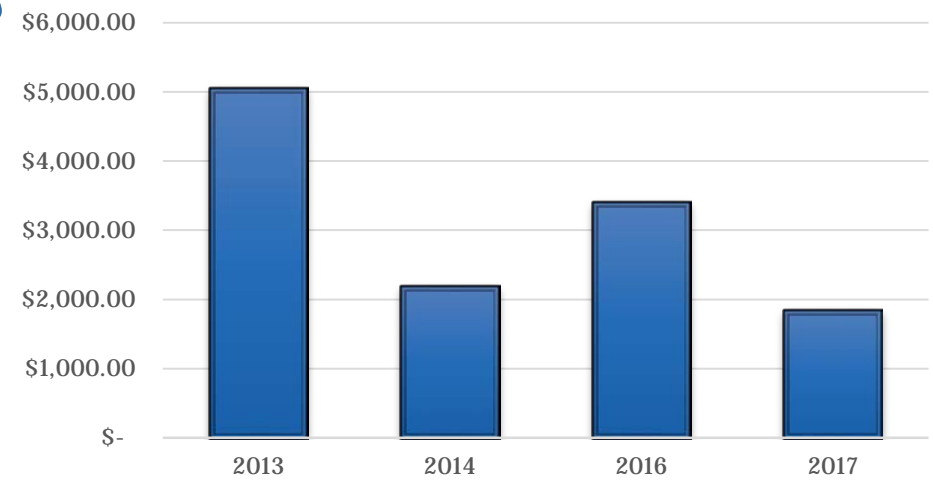


Results- site visits

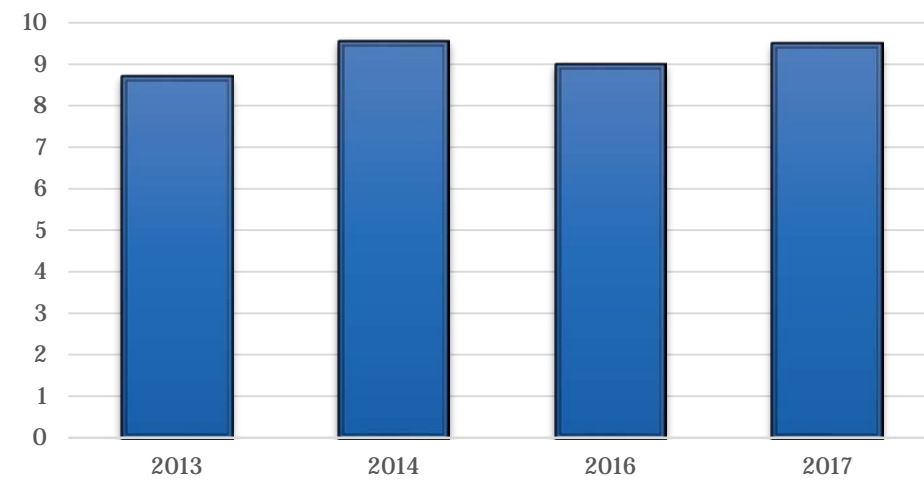
Implementation



Average Value of Services



Average Rating of Assistance



2017 site visit outcomes

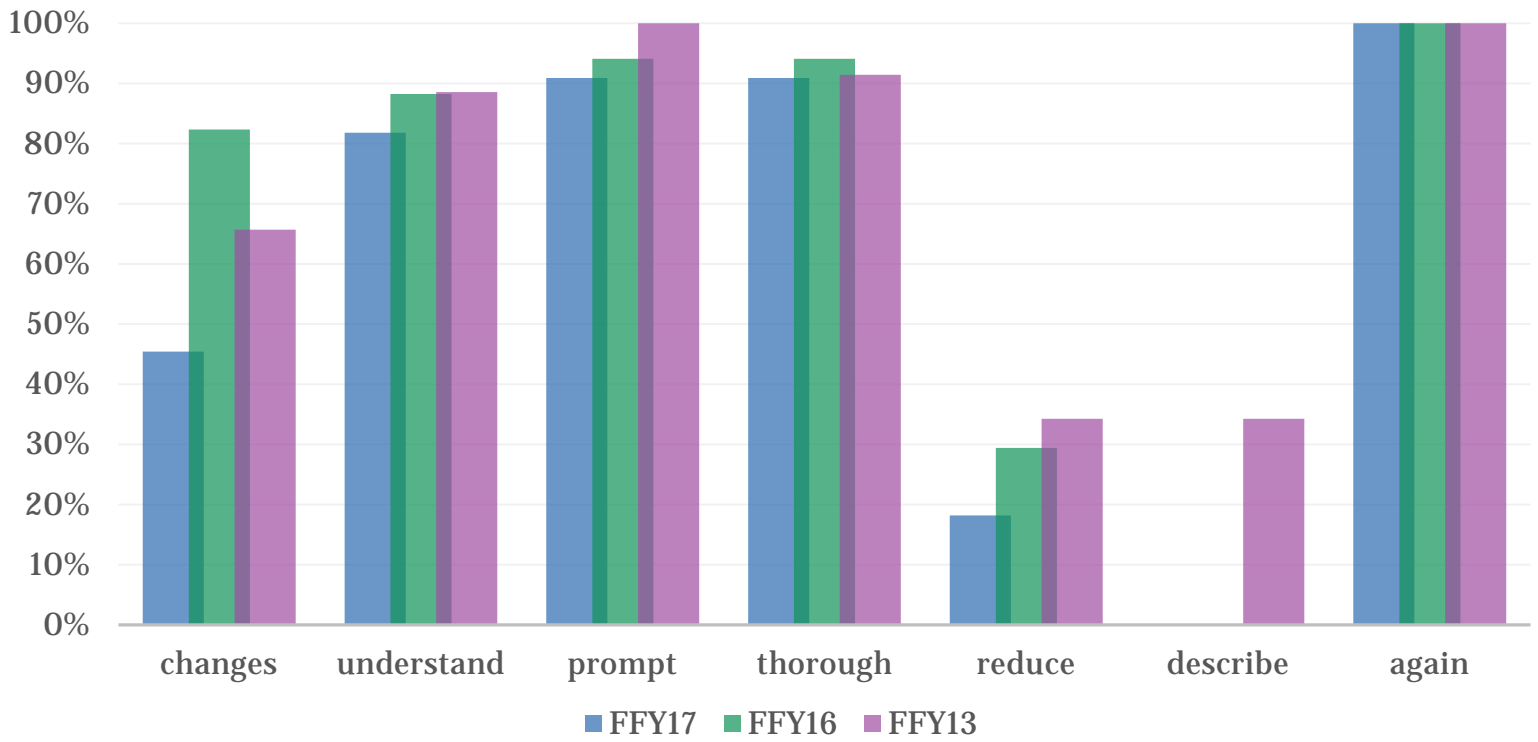
- 50% of the compliance recommendations were implemented
- 75% of the P2 recommendations were implemented
- 420 lbs of hazardous material reduced
- \$13,000
- Response rate 30% (lower than in past)

“Hotline” evaluation questions

- Did you make any changes as a result of the information provided? If yes, what changes were made?
- Do you understand environmental regulations better?
- Did you receive a prompt response to your questions or concerns?
- Do you feel the assisting specialist was thorough with the response?
- Did you reduce any waste or emissions?
- If yes, describe the reduction in waste or emissions.
- Will you use us again if the need arises?
- Comments

Results- hotline

Hotline Evaluations



Conclusion

- Evaluation hotline callers every 3-6 months, completed by support staff by e-mail or phone.
 - Response rate lower than in past at ~10%
- Evaluation of site visits is time consuming
 - Completed by the specialist
 - Completed every 1-2 years
 - Completed on previous year's site visits
 - Response rate 30-40%

Questions or comments?

Nancy Larson

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316-660-0104



Client Assistance Evaluations

Presented by:

Christine Paulson
Iowa Small Business Ombudsman

Iowa SBEAP Program

- Iowa Air Emissions Assistance Program (IAEAP), part of the Iowa Waste Reduction Center (IWRC)
Program Manager – Jennifer Wittenburg
- Located at the University of Northern Iowa – Cedar Falls
- 1.25 FTE Program
- Funded by a contract with the Iowa Department of Natural Resources Air Quality Bureau

Iowa SBO

- Christine Paulson, Iowa Department of Natural Resources Air Quality Bureau

Evaluation sent following any Detailed Assistance (assistance greater than 1 hour)

- Email/Phone Assistance – evaluation sent to the client **within 1 week, usually immediately** following completion of assistance (emissions inventory, permit, NESHAP, etc.)
- On-Site Assistance – evaluation sent to the client **approximately 1 month** after the follow-up report is sent out
- Businesses not completing the evaluation after the initial request, typically receive one additional follow-up reminder

Evaluation Questions

- Please rate the timeliness of response.
- Please rate the quality of assistance you received.
- Would you contact us again?
- Would you recommend our program to other entities for assistance?
- After working with us, how has your understanding of your environmental responsibilities changed? (increased, decreased, remain unchanged)
- After working with us, has your awareness of your facility's emissions changed?
- After working with us, have you made any changes to comply with environmental regulations?
- After working with us, are you implementing any pollution prevention measures?
- After working with us, did you reduce any air emissions, waste generation, or water discharges?

Response Rate:

FY19 (July 1, 2018 - present)

- Emission Inventory Assistance: 85%
- Permit Assistance/NESHAP: 67%
- On-Site Assistance: 20%
 - Formal pre-assessments are not done at this time

Results

- Timeliness of response? – 96.67% Excellent
- Quality of assistance? – 100% Excellent
- Contact again? – 100% Yes
- Recommend to others? – 100% Yes
- How has your understanding of environmental regulations changed?
 - 90% Increased, 10% Remains unchanged

Results Continued

| After working with the SBEAP... | Yes | No | Unknown |
|--|--------|--------|---------|
| Has your awareness of your facility's emissions changed? | 90% | 6.67% | 3.33% |
| Have you made changes to comply with environmental regulations? | 24.14% | 41.38% | 34.48% |
| Are you implementing any pollution prevention measures? | 20.69% | 48.28% | 31.08% |
| Did you reduce any air emissions, waste generation, or water discharges? | 20.69% | 41.38% | 37.93% |

Moving Forward

- Iowa SBEAP and SBO will confer with each other and KS to explore possible changes to SBEAP evaluation procedures
- Potentially develop and implement pre-assessment procedures for site visits
- Review and modify the procedures for requesting evaluations following a site visit
- Review and modify our evaluation to potentially collect quantitative data and provide additional value to justify SBEAP funding

Thank you!!

Christine Paulson
Iowa SBO

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Jennifer Wittenburg
Iowa SBEAP

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